

## **National Grid is Ready for Hurricane Season**

### **The company advises customers to be prepared as well**

**WALTHAM, MASS.** – The official start of hurricane season on June 1 should serve as a reminder to everyone that it's time to prepare for the possibility of power outages caused by the high winds and torrential rains generated by these storms. For National Grid the preparation is a year-round responsibility that we take very seriously.

"We work constantly to make certain that our transmission and distribution systems will stand up to the worst weather," said Michael G. McCallan, director of Emergency Planning at National Grid "But despite those efforts outages are bound to occur when we're hit with hurricane force winds and flooding. When that happens, we know customers depend on us to get their electric service restored as quickly and safely as possible. That's why we continue to refine our storm preparation and restoration procedures."

### **Company preparedness**

Throughout the year National Grid conducts emergency exercises and drills that involve hundreds of employees in table-top, storm related scenarios to gauge the company's readiness. The company conducts in-depth analyses of each major storm and refines its processes from lessons learned. This year National Grid completed the installation of weather stations in 30 communities in Rhode Island and Massachusetts. The stations not only provide real time weather information for the communities in which they're located, they also feed information into a storm probability software program developed with MIT to improve preparedness and speed restoration.

The company also invests tens of millions of dollars each year in its electric and natural gas infrastructure to improve service and strengthen the systems against inclement weather. In addition, National Grid manages a robust tree trimming and tree removal program.

Following the devastating storms that have struck New England in the past few years, the company expanded its network of contractors who can be called on to assist National Grid crews in restoring electric service following a storm. In addition, we have improved communications with emergency preparedness agencies, National Guard, state police and state and local highway and public works departments to better coordinate the restoration process.

### **What customers can do to prepare**

There are a number of steps customers can take before the storms hit. The best rule is to be prepared. High winds, lightning and heavy rain can cause local electrical service interruptions. It's a good idea to have a number of working flashlights, at least one battery-operated radio and an extra supply of batteries in your home. A radio is a good way to stay in touch, as National Grid provides news media with timely information regarding service restoration efforts. Also, post National Grid's emergency outage reporting number, 800-465-1212, near your telephone so it will be handy if needed.

Power problems can sometimes interrupt public water supply systems or disable well pumps, so it's an especially good idea to keep a supply of bottled drinking water handy, as well as some canned food.

People who depend on electric-powered life support equipment, such as a respirator, should let National Grid know. To register as a National Grid life support customer, call the company's Customer Service Contact Center at 800-322-3223.

If you use a generator or plan to install one to supply power during an outage, be sure to operate it outdoors and remember before operating a generator to disconnect from National Grid's system by shutting off the main breaker located in the electric service panel. Failure to do this could jeopardize the safety of line crews and the public.

National Grid provides multiple channels for customers to learn about service issues and interruptions during storms. Customers can follow the storm on their mobile devices by using the National Grid mobile app or texting the word **STORM** to **NGRID (64743)**.

The company provides real time outage information on its Outage Central web site at [nationalgridus.com/OutageCentral](https://nationalgridus.com/OutageCentral).

National Grid also provides storm and restoration updates through [Facebook](#) and [Twitter](#).